

# **EXHIBIT F**

**DOMINIQUE M. HANSSENS**

Distinguished Research Professor of Marketing  
UCLA Anderson School of Management

**Office**

UCLA Anderson School of Management  
110 Westwood Plaza, Suite B417  
Los Angeles, California 90095-1481, USA

Phone +1 310.825.4497 and +1 310.206.7422 (fax)

E-mail dominique.hanssens@anderson.ucla.edu

**Academic Positions**

UCLA, Anderson School of Management  
Distinguished Research Professor, 2015-present  
Bud Knapp Professor of Marketing, 1999-2015

Marketing Science Institute, Cambridge, MA  
Executive Director, 2005-07

Catholic University of Leuven, Belgium  
Visiting Professor, Department of Applied Economics, 1984

Purdue University  
Graduate Instructor, School of Industrial Management, 1975-76

**Education**

Ph.D., Purdue University, Management  
Thesis: "An Empirical Study of Time-Series Analysis in Marketing Model Building."  
Chair: Frank M. Bass

M.S., Purdue University, Management

Licenciate, University of Antwerp (UFSIA), Applied Economics

**Languages**

Dutch, English, French, German, Spanish

## RESEARCH

### **Books and Monographs**

D. M. Hanssens. *Long Term Impact of Marketing: A Compendium*. World Scientific Publishing, 2018.

N. Mizik and D. M. Hanssens, Eds., *Handbook of Marketing Analytics: Methods and Applications in Marketing Management, Public Policy and Litigation Support*. Edward Elgar, 2018.

Reviewed in *Applied Marketing Analytics* (Vol. 4, #2, 2018)

D.M. Hanssens, Ed., *Empirical Generalizations about Marketing Impact*. Cambridge, MA: Marketing Science Institute, Relevant Knowledge Series, 2009. Second Edition, 2015.

Designated as a “must read” book by Quirk’s Marketing Research, February 2013.

J. Villanueva and D.M. Hanssens. *Customer Equity: Measurement, Management and Research Opportunities*. Foundations and Trends in Marketing, 2007.

D.M. Hanssens, L.J. Parsons and R.L. Schultz. *Market Response Models: Econometric and Time Series Analysis*, 2<sup>nd</sup> Edition, Kluwer Academic Publishers, 2001. Reprinted, 2003.

Reviewed in *Journal of Marketing Research* (August 2002), *Interfaces* (July-August 2003), *International Journal of Forecasting* (April-June 2005).

Chinese translation, Shanghai People’s Publishing House, 2003.

Japanese translation, Yuhikaku Publishing Company, 2017

D.M. Hanssens, L.J. Parsons and R.L. Schultz. *Market Response Models: Econometric and Time Series Analysis*, Kluwer Academic Publishers, 1990.

Reviewed in *Journal of Marketing Research* (May 1991), *International Journal of Research in Marketing* (June 1991).

### **Chapters in Books**

Hanssens, D.M., L. Michelozzi & N. Mizik, “Brand Value, Marketing Spending, and Brand Royalty Rates,” in J. Steckel and J. Gersen, Eds., *Legal Applications of Marketing Theory*. Cambridge University Press, forthcoming, 2021.

Hanssens, D.M. “Artificial Intelligence, Marketing Science and Sustained Profitability,” in *The Future of Management in an AI World*, J. Canals and F. Heukamp, Eds., Palgrave Macmillan, 2019.

Hanssens, D.M. (2020), "Market Response Models for Social Marketing Causes", in Iacobucci, D. (Ed.) *Continuing to Broaden the Marketing Concept (Review of Marketing Research, Vol. 17)*, Emerald Publishing Limited, pp. 87-96, 2020.

Hanssens, D.M., "Return of Media Models," in *Handbook of Market Research*, C. Homburg, M. Klarmann and A. Vomber, Eds., Springer Verlag, 2019.

Hanssens, D.M. and Dekimpe, M.G., "Models for the Financial Performance Effects of Marketing," in *Handbook of Marketing Decision Models*, 2<sup>nd</sup> Edition, B. Wierenga and R. van der Lans (Ed.), Springer, 2017.

Hanssens, D.M., "What is Known about the Long-Term Impact of Advertising ?" in *Accountable Marketing: Linking Marketing Actions to Financial Performance*, D. Stewart and C. Gugel, Eds., Routledge, 2016.

Hanssens, D.M., J.Villanueva & S.Yoo, "Word-of-Mouth and Marketing Effects on Customer Equity," in *Handbook of Research on Customer Equity in Marketing*, V. Kumar and Denish Shah, Eds., Edward-Elgar Publishing, MA, 2015.

Hanssens, D.M., "History of Marketing Science: Econometric Models," in *The History of Marketing Science*, R. Winer and S. Neslin, Eds., Now Publishers Inc., 2014.

Luo, X., K. Pauwels & D.M. Hanssens, "Time-Series Models of Pricing the Impact of Marketing on Firm Value," in *Handbook of Marketing and Finance*, S. Ganesan, Ed., Edward-Elgar Publishing, MA, 2012.

Dekimpe, M.G. & D. M. Hanssens, "The Hidden Powers of Advertising Investments," in *Liber Amicorum in Honor of Peter S.H. Leeflang*, J. Wierenga, P. Verhoef and J. Hoekstra, Eds., Rijksuniversiteit Groningen, 2011.

Hanssens, D. M. and M. G. Dekimpe, "Short-term and Long-term Effects of Marketing Strategy," in *Handbook of Marketing Strategy*, V. Shankar and G. S. Carpenter, ed., Edward-Elgar Publishing, MA, 2012.

Lehmann, D.R. and Hanssens, D.M., "Marketing Metrics," in *Wiley International Encyclopedia of Marketing*, R. Peterson and R. Kerin, Eds., 2011.

Hanssens, D.M. and Dekimpe, M.G., "Models for the Financial Performance Effects of Marketing," in *Handbook of Marketing Decision Models*, B. Wierenga (Ed.), Springer Science, 2008.

Dekimpe, M.G., Franses, P.H., Hanssens, D.M. and Naik, P., "Time Series Models in Marketing," in *Handbook of Marketing Decision Models*, B. Wierenga (Ed.), Springer Science, 2008.

Dekimpe, M.G. and Hanssens, D.M., "Advertising Response Modeling," in *Handbook of Advertising*, G. Tellis and T. Ambler (Eds.), Sage Publications, 2007.

Dekimpe, M.G. and Hanssens, D.M., "Persistence Modeling for Assessing Marketing Strategy Performance," in *Assessing Marketing Strategy Performance*, Lehmann, D. and Moorman, C. (Eds.), Marketing Science Institute, 2004.

Hanssens, D.M. "Allocating Marketing Communication Expenditures: A Long-Run View," in *Measuring and Allocating Marcom Budgets: Seven Expert Points of View*, Batra, R. and Reibstein, D. (Eds.), Marketing Science Institute, 2003.

Hanssens, D.M. and Parsons, L.J., "Econometric and Time-Series Market Response Models," in *Handbooks in OR & MS*, Vol 5, Eliashberg, J. and Lilien, G.L. (Eds.), Elsevier Science Publishers, 1993. Translated in Japanese, 1998.

### **Academic Articles**

Edeling, A., S. Srinivasan and D.M. Hanssens, "The Marketing-Finance Interface: A New Integrative Review of Metrics, Methods, Findings and Future Directions," *International Journal of Research in Marketing*, forthcoming, 2021.

Ding, Y., W. DeSarbo, D.M. Hanssens, K. Jedidi, J. Lynch and D. Lehmann, "The Past, Present and Future of Measurement and Methods in Marketing Analysis," *Marketing Letters*, June 2020.

N. Bharadwaj, R. Rao and D.M. Hanssens, "Corporate Brand Value and Cash Holdings," *Journal of Brand Management*, July 2020.

D.M. Hanssens, "The Case for Research on the Marketing-Finance Interface," *Recherche et Applications en Marketing (English Edition)*, 34 (3), 2019.

French translation available in "Arguments en faveur d'une recherche à l'interface Marketing - Finance," *Recherche et Applications en Marketing*, 34 (3), 2019.

D.M. Hanssens, "The Value of Empirical Generalizations in Marketing," *Journal of the Academy of Marketing Science*, January 2018.

H. Kim and D.M. Hanssens, "Advertising and Word-of-Mouth Effects on Pre-Launch Consumer Interest and Initial Sales of Experience Products," *Journal of Interactive Marketing*, 37, February 2017.

D. M. Hanssens, F. Wang and X-P. Zhang, "Performance Growth and Opportunistic Marketing Spending," *International Journal of Research in Marketing*, December 2016.

Finalist, 2017 Best Paper Award, *International Journal of Research in Marketing*

D.M. Hanssens and K. Pauwels, "Demonstrating the Value of Marketing," *Journal of Marketing*, November 2016.

Finalist, 2017 MSI/Paul Root Best Paper Award, *Journal of Marketing*

P. Chintagunta, D.M. Hanssens and J. Hauser, "Marketing Science and Big Data," *Marketing Science*, May-June 2016.

H. S. Shin, D.M. Hanssens and K.I.Kim, "The Role of Online Buzz for Leader vs. Challenger Brands: The Case of the MP3 Player Market," *Electronic Commerce Research*, 2016.  
doi:10.1007/s10660-016-9218-7.

M. Fischer, H. Shin and D.M. Hanssens, "Brand Performance Volatility from Marketing Spending," *Management Science*, January 2016.

D.M. Hanssens, K. Pauwels, S. Srinivasan, M. Vanhuele and G. Yildirim, "Consumer Attitude Metrics for Guiding Marketing Mix Decisions," *Marketing Science*, July-August 2014.

Finalist, Robert D. Buzzell Best Paper Award, *Marketing Science Institute*

S. Gupta, D. Hanssens, J. Hauser, D. Lehmann & B. Schmitt, "Introduction to Theory and Practice in Marketing Special Section of Marketing Science," *Marketing Science*, January-February 2014.

P. Chintagunta, D. Hanssens, J. Hauser, J. Raju, K. Srinivasan & R. Staelin, "Marketing Science: A Strategic Review," *Marketing Science*, January-February 2013.

D.M. Hanssens, "Response Models, Data Sources, and Dynamics: Commentary on 'Measuring the Impact of Negative Demand Shocks on Car Dealer Networks'," *Marketing Science*, January-February 2012.

M.G. Dekimpe & D.M. Hanssens, "Time Series Models in Marketing: Some Recent Developments," *Marketing - Journal of Research and Management, Special Issue in Honor of Lutz Hildebrandt*, 6 (1), 2010.

A.Joshi & D.M. Hanssens, "The Direct and Indirect Effects of Advertising Spending on Firm Value," *Journal of Marketing*, January 2010.

MSI/Paul Root Best Paper Award, *Journal of Marketing*, 2011

Robert D. Buzzell Best Paper Award, *Marketing Science Institute*, 2006

D.M. Hanssens, R. T. Rust & R. K. Srivastava, "Marketing Strategy and Wall Street: Nailing Down Marketing's Impact," *Journal of Marketing*, October 2009.

D.M. Hanssens, "Advertising Impact Generalizations in a Marketing Mix Context," *Journal of Advertising Research*, June 2009.

S. Srinivasan & D.M. Hanssens , "Marketing and Firm Value: Metrics, Methods, Findings and Future Directions," *Journal of Marketing Research*, June 2009.

Lead article

With commentaries and rejoinder

Finalist for the 2009-2010 Paul Green Best Paper Award.

Finalist for the 2014 William O'Dell Long Term Impact Award

French translation available in "Marketing et valeur de l'entreprise : mesures, méthodes, résultats et voies futures de recherché," *Recherche et Applications en Marketing*, 24 (4), 2009.

A.Joshi & D.M. Hanssens, "Movie Advertising and the Stock Market Valuation of Studios," *Marketing Science*, March-April 2009.

P. Leeflang, T. Bijmolt, J. van Doorn, D. Hanssens, H. van Heerde, P. Verhoef & J. Wierenga, "Lift versus Base: Current Trends in Marketing Dynamics," *International Journal of Research in Marketing*, March 2009.

Finalist, Best Paper Award, *International Journal of Research in Marketing*

S. Srinivasan, K. Pauwels, J. Silva-Risso and D.M. Hanssens , "Product Innovations, Advertising Spending and Stock Returns," *Journal of Marketing*, January 2009.

B.Bronnenberg, J.P.Dubé, C. Mela, P. Albuquerque, T. Erdem, B. Gordon, D. Hanssens, G. Hitsch, H. Hong & B. Sun, "Measuring long-run marketing effects and their implications for long-run marketing decisions," *Marketing Letters*, September 2008.

J. Villanueva, S. Yoo and D.M. Hanssens, "The Impact of Marketing-Induced vs. Word-of-Mouth Customer Acquisition on Customer Equity," *Journal of Marketing Research*, February 2008.

Emerald Management Reviews Citations of Excellence Award, 2012

K.Pauwels & D.M. Hanssens, "Performance Regimes and Marketing Policy Shifts," *Marketing Science*, May-June 2007.

Lead article

Finalist, John D.C. Little Best Paper award

Finalist, Frank M. Bass Best Dissertation-based Paper award

S. Gupta, D. Hanssens, B. Hardie, W. Kahn, V. Kumar, N. Lin, N. Ravishanker and S. Sriram (2006), "Modeling Customer Lifetime Value," *Journal of Service Research*, 9, 2 (November).

J-B. Steenkamp, V.R.Nijs, D.M. Hanssens and M.G. Dekimpe, "Competitive Reactions to Advertising and Promotion Attacks," *Marketing Science*, Winter 2005.

D.M. Hanssens, P. Leeflang and D.R. Wittink, "Market Response Models and Marketing Practice," *Applied Stochastic Models in Business and Industry*, July-October 2005.

With commentaries and rejoinder

M.G. Dekimpe, D.M. Hanssens, V. Nijs and J-B. Steenkamp, "Measuring Short- and Long-Run Promotional Effectiveness on Scanner Data using Persistence Modeling," *Applied Stochastic Models in Business and Industry*, July-October 2005.

With commentaries and rejoinder

K.Pauwels, I. Currim, M. Dekimpe, E. Ghysels, D. Hanssens, N. Mizik and P.Naik, "Modeling Marketing Dynamics by Time Series Econometrics," *Marketing Letters*, 15:4, 2004.

S. Srinivasan, K. Pauwels, D.M. Hanssens & M. Dekimpe, "Do Promotions Benefit Manufacturers, Retailers, or Both?," *Management Science*, May 2004.

Best Paper Award, 2001 European Marketing Academy Meetings

French translation available in "Les promotions beneficient-elles aux fabricants, aux distributeurs, ou aux deux?", *Recherche et Applications en Marketing*, 19 (3), 2004.

K. Pauwels, J. Silva-Risso, S. Srinivasan and D.M. Hanssens, "The Long-Term Impact of New-Product Introductions and Promotions On Financial Performance and Firm Value," *Journal of Marketing*, October 2004.

D.M.Hanssens & M. Ouyang, "Hysteresis in Marketing Response: When is Marketing Spending an Investment? *Review of Marketing Science*, 419, (2002).

K.Pauwels, D.M. Hanssens & S.Siddarth, "The Long-Term Effects of Price Promotions on Category Incidence, Brand Choice and Purchase Quantity," *Journal of Marketing Research*, November 2002, p. 421-439.

Finalist for the 2002-2003 Paul Green Best Paper Award.

Winner of the 2007 William O'Dell Award

V. Nijs, M. Dekimpe, J.-B. Steenkamp & D.M. Hanssens, "The Category Effects of Price Promotions, *Marketing Science*, Winter 2001.

Lead article.

Co-Winner of the 2001 John D.C. Little Best Paper Award.

Winner of the 2002 Frank M. Bass Outstanding Dissertation Award.

Finalist, 2011 Long-Term Impact Award, Society for Marketing Science

M.G. Dekimpe and D.M. Hanssens, "Time-Series Models in Marketing: Past, Present and Future," *International Journal of Research in Marketing*, September 2000.

G. Giuffrida, W. Chu and D.M. Hanssens, "Mining Classification Rules from Datasets with Large Number of Many-Valued Attributes," in *Lecture Notes in Computer Science*, 1777, Springer Verlag, 2000.

M.G. Dekimpe and D.M. Hanssens, "Sustained Spending and Persistent Response: A New Look at Long-Term Marketing Profitability," *Journal of Marketing Research*, November 1999, p. 1-31.

Lead article.

Winner of the 1999-2000 Paul Green Best Paper Award.

Finalist for the 2004 William O'Dell Award.

M.G. Dekimpe, D.M. Hanssens & J.Silva-Risso, "Long-Run Effects of Price Promotions in Scanner Markets," *Journal of Econometrics*, March-April 1999, p. 269-291.

M.G. Dekimpe, L. van de Gucht, D.M. Hanssens & K. Powers, "Long-Run Abstinence After Treatment for Narcotics Abuse: What Are the Odds?", *Management Science*, November 1998.

D.M. Hanssens, "Order Forecasts, Retail Sales and the Marketing Mix for Consumer Durables, *Journal of Forecasting*, June-July 1998.

M.G. Dekimpe and D.M. Hanssens, "Empirical Generalizations about Market Evolution and Stationarity," *Marketing Science*, Summer 1995.

M.G. Dekimpe and D.M. Hanssens, "The Persistence of Marketing Effects on Sales," *Marketing Science*, Winter 1995.

Lead article.

Co-Winner of the 1995 John D.C. Little Best Paper Award.

G.S. Carpenter and D.M. Hanssens, "Market Expansion, Cannibalization and Optimal Airline Pricing," *International Journal of Forecasting*, Vol 10, 1994.

A. Roy, D.M. Hanssens and J.S. Raju, "Competitive Pricing by a Price Leader," *Management Science*, July 1994.

Lead article.

K. Powers, D.M. Hanssens, Y.I. Hser and M.D. Anglin, "Policy Analysis with a Long-Term Time Series Model: Controlling Narcotics Use and Property Crime," *Mathematical and Computer Modeling*, Vol. 17, 2, 1993.

D.M. Hanssens and J.K. Johansson, "Synergy or Rivalry? The Japanese Automobile Companies' Export Expansion," *Journal of International Business Studies*, Fall 1991.

K. Powers, D.M. Hanssens, Y.I. Hser and M.D. Anglin, "Measuring the Long-Term Effects of Public Policy: The Case of Narcotics Use and Property Crime," *Management Science*, June 1991.

Lead article.

G.S. Carpenter, L.G. Cooper, D.M. Hanssens and D.F. Midgley, "Modeling Asymmetric Competition," *Marketing Science*, Fall 1988.

D.M. Hanssens and P. Vanden Abeele, "A Time-Series Study of the Formation and Predictive Performance of EEC Production Survey Expectations," *Journal of Business & Economic Statistics*, October 1987.

S.I. Ornstein and D.M. Hanssens, "Resale Price Maintenance: Output Increasing or Restricting? The Case of Retail Liquor Stores," *Journal of Industrial Economics*, September 1987.

Lead article. Reprinted in *Journal of Reprints of Antitrust Law and Economics*, W.Comanor (Guest Editor), 1990.

H. Gatignon and D.M. Hanssens, "Modeling Marketing Interactions with Application to Sales Force Effectiveness," *Journal of Marketing Research*, August 1987.

Lead article.

Finalist for the 1992 William O'Dell Award.

S.I. Ornstein and D.M. Hanssens, "Alcohol Control Laws and the Consumption of Distilled Spirits and Beer," *Journal of Consumer Research*, September 1985.

W.A.V. Clark, H.E. Freeman and D.M. Hanssens, "Opportunities for Revitalizing Stagnant Markets: An Analysis of Consumer Durables," *Journal of Product Innovation Management*, December 1984.

D.M. Hanssens and L.M. Liu, "Lag Specification in Rational Distributed Lag Structural Models," *Journal of Business & Economic Statistics*, October 1983.

D.M. Hanssens and H.A. Levien, "An Econometric Study of Recruitment Marketing in the U.S. Navy," *Management Science*, October 1983.

L.M. Liu and D.M. Hanssens, "Identification of Multiple-Input Transfer Function Models," *Communications in Statistics (Theory & Methods)*, 1982(3).

L.M. Liu and D.M. Hanssens, "A Bayesian Approach to Time-Varying Cross-Sectional Models," *Journal of Econometrics*, April 1981.

D.M. Hanssens, "Market Response, Competitive Behavior and Time-Series Analysis," *Journal of Marketing Research*, November 1980.

Finalist for the 1985 William O'Dell Award.

D.M. Hanssens, "Bivariate Time-Series Analysis of the Relationship between Advertising and Sales," *Applied Economics*, September 1980.

D.M. Hanssens and B.A. Weitz, "The Effectiveness of Industrial Print Advertisements across Product Categories," *Journal of Marketing Research*, August 1980.

E.A. Pessemier, A.C. Bemmaor and D.M. Hanssens, "A Pilot Study of the Willingness to Donate Human Body Parts," *Journal of Consumer Research*, December 1977.

## Working Papers

R. Becerril-Arreola and D.M. Hanssens, "Measuring and Explaining Product Positionality," April 2020. Under review.

R. Song, S. Jang, Y. Wang, D.M. Hanssens and J. Suh, "Reinforcement Learning and Risk Preference in Equity Linked Notes Markets," September 2019. Under review.

H. S. Shin, D. M. Hanssens, K.I. Kim and J. A. Choe, "Positive vs. Negative e-Sentiment and the Market Performance of High-Tech Products," August 2013.

Grant recipient, *Marketing Science Institute*

S. Yoo, D.M. Hanssens & H. Kim, "Marketing and the Evolution of Customer Equity of Frequently Purchased Brands," October 2012.

H. S. Shin, M. Sakakibara & D. M. Hanssens, "Marketing and R&D Investment of Leader vs. Follower," July 2010.

### Articles for Executives

D.M. Hanssens, "Editorial: Marketing Science and Epidemiology," *Applied Marketing Analytics*, 6,1, 2020.

May, T., T. Chretien, C. Brandt Jones and D.M. Hanssens, "Beyond CSAT – Building Brands with Integrated Insights to Drive Results," *Journal of Brand Strategy*, 8, 4, Spring 2020.

D.M. Hanssens, "Creating Strong Brands for the Information Age," *The Journal of World Marketing Summit*, October 2019.

M. Fischer, H. Shin and D.M. Hanssens, "Marketing Spending and Brand Performance Volatility," *GfK Marketing Intelligence Review*, 10, 1, May 2018.

D.M. Hanssens, "Marketing Impact in the Digital Age," *The Journal of World Marketing Summit*, November 2017.

D. M. Hanssens, F. Wang and X-P. Zhang, "Vigilant Marketing: Catching Fleeting Opportunities for Growth Spurts," *Applied Marketing Analytics*, 3, 2, 2017.

P. Chintagunta, D.M. Hanssens and J.R. Hauser, "Why does Marketing Need to Strongly Embrace Data Science?," *GfK Marketing Intelligence Review*, 8, 2, 2016.

P. Farris, D. M. Hanssens, J. Lenskold and D. Reibstein, "Marketing Return on Investment: Seeking Clarity for Concept and Measurement," *Applied Marketing Analytics*, Summer 2015.

*Marketing Science Institute* Top Download Award, 2015

C. Binder and D.M. Hanssens, "Why Strong Customer Relationships Trump Powerful Brands," *Harvard Business Review Online*, April 2015.

D.M. Hanssens, "The Long-Term Impact of Advertising," *GfK Marketing Intelligence Review*, 2015.

D. Kehrer (interview with D.M. Hanssens), "Why ROI is Often Wrong for Measuring Marketing Impact," *Forbes Insights*, July 2013.

D.M. Hanssens and M.G. Dekimpe, "The Flow Story," *Marketing Management*, Summer 2012.

D. M. Hanssens, "What is Known about the Long-Term Impact of Advertising," *Marketing Accountability Standards Board Practitioner Paper*, No. 2011-01, February 2011.

D.M. Hanssens, "Stability, Growth, Decline: Beating Recession Fatigue Requires Right Diagnosis," *IESE Insight*, 5, Second Quarter 2010 (in Spanish and English).

D.M. Hanssens, D. Thorpe & C. Finkbeiner, "Marketing When Customer Equity Matters," *Harvard Business Review*, May 2008.

D.M. Hanssens and E. Taylor, "The Village Voice: communities of customers and prospects are creating new challenges and opportunities," *Marketing Management*, March-April 2007.

D.M. Hanssens and B. Lewis, "Divvying up the Marketing Pie," *BAI Banking Strategies*, September/October 2005.

S. Srinivasan, K. Pauwels, D.M. Hanssens & M. Dekimpe, "Who Benefits from Price Promotions?", *Harvard Business Review*, September 2002.

D. M. Hanssens, "Information Driven Marketing Strategy," *International Journal of Medical Marketing*, Summer 2002.

D.M. Hanssens, "Comment on Hysteresis in Marketing," *Sloan Management Review*, Summer 1997

R. Birt and D.M. Hanssens, "Customer-Focused Database Marketing," *Case-in-Point Report*, 1996.

D.M. Hanssens, "Customer Information: The New Strategic Asset," *Chief Executive*, 1996.

D.M. Hanssens, "Managementopleiding voor de 21ste Eeuw," *Economisch & Sociaal Tijdschrift*, June 1994 (in Dutch).

D.M. Hanssens and P. Loewe, "Taking the Mystery out of Marketing," *Management Review*, August 1994.

## Book Reviews

"A Comparative Review of Econometrics Books," in *Journal of Marketing Research*, February 1992.

"Time Series and Forecasting with IDA," by H. Roberts, in *Journal of the American Statistical Association*, June 1985.

"Innovation Diffusion: Models and Applications," by V. Mahajan and R. Peterson, in *Journal of Marketing Research*, November 1985.

## TEACHING

### Courses Taught at UCLA

Elements of Marketing (MBA)  
Mathematical Models in Marketing (MBA/PhD)  
International Marketing (MBA)  
Quantitative Research in Marketing (PhD)  
Time Series Analysis (PhD/MBA)  
Special Research Topics in Marketing (PhD)  
Management Field Studies Advisorship (MBA)  
Directed Readings in Applied Econometrics and International Marketing (PhD/MBA)  
Workshop in Marketing (PhD)  
Data Analysis and Decisions under Uncertainty (Executive MBA)  
Research in Marketing Management (Ph.D.)  
Marketing Strategy and Policy (Executive MBA)  
Marketing Strategy and Planning (MBA)  
Action Research Project (Executive MBA)  
Customer Information Strategy (Executive MBA)  
Managerial Problem Solving (MBA)  
Marketing Management II (MBA)  
Marketing Strategy and Planning: Focus on Central & Eastern Europe (MBA)

### Doctoral Committees

As chair or co-chair:

Bonita J. Campbell, PhD Management, 1979. Professor of Engineering, California State University, Northridge  
Yoshi Sugita, PhD Management, 1985. Professor of Economics, Gakushuin Univ. Tokyo  
Abhik Roy, PhD Management, 1989. Professor of Marketing, Quinnipiac University  
Keiko Powers, PhD Psychology, 1990. Senior Marketing Scientist, MarketShare.  
Maria Cison, PhD Economics, 1990. Economist, General Motors Corporation, Detroit  
Marnik Dekimpe, PhD Management, 1992. Research Professor, Tilburg University  
Koen Pauwels, PhD Management, 2001. Professor, Northeastern University  
Julian Villanueva, PhD Management, 2003. Professor, IESE, Madrid  
Shijin Yoo, PhD Management, 2004. Professor, Korea University  
Amit Joshi, PhD Management, 2005. Professor, IMD, Lausanne  
Hyun Shin, PhD Management, 2008. Associate Professor, Hanyang Univ., Korea  
Rafael Becerril, PhD Management, 2013. Assistant Professor, Univ. of South Carolina  
Ho Kim, PhD Management, 2013. Assistant Professor, Univ. of Missouri, St. Louis

As member:

Luiz Caleffe, PhD Education, 1980  
Hubert Gatignon, PhD Management, 1981  
Douglas Nigh, PhD Management, 1981  
Marjorie Chan, PhD Management, 1981  
Daniel Wunsch, PhD Education, 1981

Mary Kreik, Dr. Public Health, 1982  
Nginia Lythcott, Dr. Public Health, 1982  
Harish Sujan, PhD Management, 1983  
Sharon Garrett, PhD Public Health, 1983  
Jan Ouren, PhD Public Health, 1983  
Robert Curtis, PhD Management, 1985  
Melvyn Menezes, PhD Management, 1985  
Benoit Boyer, PhD Management, 1987  
Kannan Srinivasan, PhD Management, 1986  
Harold Stanislaw, PhD Psychology, 1987  
Leon Crabbe, PhD Economics, 1988  
Joao Assuncao, PhD Management, 1990  
Parvish Nourjah, PhD Epidemiology, 1991  
Ronald Rivas, PhD Management, 1997  
Ronald Dietel, EdD Education, 1997  
Reza Sadri, PhD Computer Science, 2001  
Catarina Sismeiro, PhD Management, 2002  
Yan-Nei Law, PhD Computer Science, 2005  
Wayne Taylor, PhD Management, 2017

As external member:

Katrijn Gielens, Doctor in Applied Economics, Catholic University of Leuven, 1999  
Vincent Nijs, Doctor in Applied Economics, Catholic University of Leuven, 2001  
Marcel Kornelis, Doctor in Economics, University of Groningen, 2002  
Isaac Dinner, PhD, Columbia University, 2011  
Ofer Mintz, PhD, University of California, Irvine, 2011  
Chloe Moon, PhD, University of California, Riverside, in progress

### **Executive Seminars (since 2000)**

Wells Fargo Bank, 1995-2005  
PriceWaterhouseCoopers, 2000  
Columbia University Executive Program, 2001  
Marketing Strategy in the Information Age, 2000-02  
Faculty Director, 2000-02  
UCLA Strategic Leadership Institute, 2000-2003  
Ambrosetti, Italy, 2002, 2004, 2005, 2006  
Credit Suisse, 2002-03  
University of California San Diego, Executive Program, 2003  
Auchan, France, 2004  
Gen-Probe, San Diego, 2004  
Numico, Singapore, 2006  
Greater Paris Investment Agency, 2007  
SAS Forum, Madrid, 2007  
Marketing Roundtable, Georgia State University, 2008

Amgen, 2008  
Baptie CMO Community, 2008  
Korea Productivity Center, 2009  
Coca-Cola Latin America, 2010  
Adobe, 2012  
Teradata, 2013, 2015  
American Bar Association, 2013  
Hollywood IT Society, 2015, 2016  
World Marketing Summit, Tokyo, 2016  
Forbes CMO Summit, 2018  
World Marketing Summit, Istanbul (2018), Tokyo (2019), Manila (2020),  
Lahore (2020), New Delhi (2020), Kuala Lumpur (2020)  
MMA Global (2020)  
Electronic World Marketing Summit (2020)

## ADMINISTRATION

### **Executive Director, Marketing Science Institute, Cambridge, Massachusetts, 2005-2007**

MSI is a not-for-profit institute founded in 1961 with the mission of bringing together the leading academics and practitioners in marketing to create knowledge that improves business performance. The Executive Director serves a two-year term, overseeing the research priorities, research grants, conference content, publications, collaborative research and other programs of the Institute. He or she also serves as key liaison between the MSI member companies and academic researchers.

### **Executive Positions at UCLA, Anderson Graduate School of Management**

#### **Chairman, 1988-1990**

Chief academic officer for the 150 full-time and part-time faculty of the sole department in the school. Key responsibilities include hiring, promotion, salary negotiations, course assignments, summer research funding, departmental organization and budgeting. Position involves extensive contacts with the dean of the school and the university administration.

#### **Associate Dean, Academic Affairs & Strategic Planning, 1991-1993**

Responsible for all degree programs, interdisciplinary research centers, and information technology services of the school. Also charged with developing a strategic plan for the school. Position involves extensive contacts with the external constituencies. Acts as dean of the school in his absence.

#### **Vice-President, Management Education Associates, 1991-1993**

#### **Faculty Director, Global Executive MBA Program for the Americas, 2010-2013**

#### **Faculty Director, Morrison Center for Marketing and Data Analytics, 2015-2016**

### **Other Administrative Functions**

#### **UCLA Anderson School of Management**

Marketing Area Chair, 1984-87, 1993-96, 1999-00, 2004-05, 2007-09, 2012-14.

Elected Member of Staffing Committee, 1982-83, 1984-86, 2000-02.

Chairman, Research Committee, 1986-88

Research Committee, 1990-1998, 2008-2013

Chairman, Executive Education Committee, 1993--95

Advisory Board member, Center for Corporate Renewal, 1995-1998

Elected Member of Faculty Executive Committee, 1997-2000, 2010-2013.

Board of Visitors Marketing Task Force, 1997-98, 2002-03

Teaching Improvement Committee, 1998-01

Advisory Board member, Center for Management in the Information Economy, 2000-02

Chairman, Faculty Advisory Board, Entertainment Research Center, 2002-2004

Faculty Director, Entertainment & Media Management Institute, 2004-05.  
Compensation Task Force, 2011  
Co-chair, UCLA Anderson Task Force on Branding, 2011-2012

### **University of California**

Review Committee, UC Irvine Graduate School of Management, 1988  
Chairman, UCLA Task Force on Economic Reconstruction and Development, 1992  
Task Force on UCLA Faculty Workload, 1993--94  
Task Force on Part-Time Masters Programs, 1993--94  
Clinical Scholars Program Committee, UCLA School of Medicine, 1997-2002  
Dean Search Committee, UCLA School of Education, 1999  
Chairman, Dean Review Committee, UCLA School of Letters and Sciences, 2001-02  
Dean Review Committee, UCLA Extension, 2011  
Faculty Welfare Committee, UCLA Academic Senate, 2011-2014  
Dean Search Committee, UCLA Extension, 2013  
Vice Chancellor Search Committee, UCLA, 2015  
External Review Committee, Samueli School of Engineering, UC Irvine, 2016

### **Other**

Faculty Advisory Board, Gemini Consulting, San Francisco, 1988-1997  
Marketing Advisory Board, KeraVision, San Jose, 1995-1999  
Board of Directors, i-Mind Education Systems, 1998-2001  
Academic Trustee, Marketing Science Institute, Boston, 2002-2005  
Executive Committee, Marketing Science Institute, Boston, 2005-2011.  
External Review Committee, Wharton School Marketing Department, 2003  
Member, UCLA Committee on Research, 2003-2005.  
Founding Director, Marketing Accountability Standards Board (MASB), 2006-2017  
External Review Committee, New York University Marketing Department, 2008  
Selection Committee, AMA Irwin Distinguished Marketing Educator Award, 2006-2009  
Chairman, 2008-2009  
Board of Directors, MarketShare, Los Angeles, 2006-2015  
International Advisory Board, HEC School of Management, Paris, 2009-2015  
External Review Committee, Erasmus Research Institute of Management, Rotterdam, 2010  
Academic Advisory Board, Unilever Marketing Science Unit, London, 2012-2015  
Supervisory Board, Erasmus University Research Institute of Management, 2012-  
Senior Advisor, Cornerstone Research, 2014-  
Advisory Board, MarketShare, Los Angeles, 2016-17  
President, INFORMS Society for Marketing Science, 2016-17  
Selection Committee, Buck Weaver Award for Lifetime Contribution to Marketing  
Theory & Practice, ISMS, 2018-present  
Advisory Board, LiftLab, San Francisco, 2019-  
Chair, Research Evaluation Committee, Tilburg Institute for Economics and Management, 2020

## PROFESSIONAL SERVICE

### **Grants**

UCLA Alcohol Research Center, \$39,000, for a study of regulation effect on alcohol consumption, 1979-80 (with S.I. Ornstein)  
Director, Robert Anderson Research Endowment in Management, \$250,000, 1988-93, 1997-99  
Columbia Charitable Foundation, \$230,000, Information Technology Planning Grant, 1991-1992  
Director, William Leonhard Research Endowment in Management, \$200,000, 1993-97  
Various Marketing Science Institute research grants, 1996-present

### **Editorial Boards**

Journal of Marketing Research, 1984-88 and 2003-05  
Journal of Marketing Research, Associate Editor, 2007-10  
Journal of Marketing Research, Editor's Advisory Board, 2010-16  
Journal of Marketing, Associate Editor, 2014-16  
Journal of Marketing, Special Issue Co-Editor, 2007-09  
Marketing Science, 1983-94  
Marketing Science, Area Editor, 1988-91  
Marketing Science, Editor's Advisory Board, 2010-15  
Marketing Science, Special Issue Co-Editor, 2013-16  
Management Science, Associate Editor, 1978-88  
Recherche et Applications en Marketing, 1987-  
International Journal of Research in Marketing, 1993-2003  
International Journal of Research in Marketing, Associate Editor, 2009-2016  
Applied Marketing Analytics, Editorial Board, 2014-

### **Ad Hoc Reviewing**

Marketing Science, 1981-82  
Journal of Forecasting, 1981--  
Management Science, 1981--  
Journal of Marketing Research, 1981-83  
Journal of Consumer Research, 1982--  
Interfaces, 1992--  
Decision Sciences, 1982--  
International Journal of Research in Marketing, 1983-92  
Computers & Industrial Engineering, 1983--  
Journal of Business & Economic Statistics, 1984--  
Journal of Product Innovation Management, 1984--  
Psychometrika, 1985--  
National Science Foundation, 1984--  
Communications in Statistics, 1987--  
Journal of Time Series Analysis, 1988--  
Journal of Marketing, 1987--  
International Journal of Forecasting, 1992--  
Journal of Econometrics, 1996-  
Marketing Letters, 1996-

Research Council of the United Kingdom, 1997  
Research Foundation – Flanders, 2016

### **Invited Research Seminars**

- 2020 University of Texas, Austin  
2019 Columbia University\*  
Harvard Law School\*  
2018 IESE, Barcelona\*  
BI Norwegian School of Management\*  
2017 University of Groningen\*  
University of California, Riverside  
2016 University of Tennessee  
University of Pennsylvania, Wharton School  
Indiana University, University of Notre Dame\*,  
Chinese University of Hong Kong\*  
University of Oxford  
2015 University of Kansas, University of South Carolina,  
London Business School, New York University\*,  
Bogazici University, Istanbul\*, Tilburg University\*  
2014 University of Maryland, Northwestern University,  
Universität zu Köln, Tohoku University  
2013 University of Michigan  
2012 University of Texas, Austin, University of Central Florida,  
University of Florida, Fudan University Shanghai,  
University of Washington  
2011 Boston University\*, University of Utah  
2010 University of California, Davis, University of North Carolina,  
Texas Christian University, Erasmus University, Rotterdam\*  
BI Norwegian School of Management\*  
2009 Korea University\*, Georgia State University\*, University of Arizona  
2008 UCLA Anderson Faculty Lecture Series, University of Minnesota,  
Tilburg University\*, University of Missouri, Georgia State University  
2007 Boston University, Columbia University, Arizona State University  
2006 University of Groningen\*, Harvard Business School,  
Emory University, Texas A&M University,  
University of Maryland, Massachusetts Institute of Technology,  
Dartmouth College  
2005 Washington University, St. Louis, Ohio State University,  
Singapore Management University, University of Connecticut  
Yale University, MIT Data Center  
2004 UCLA Marschak Interdisciplinary Colloquium, University of California, San Diego,  
UCLA Finance Seminar Series, Koc University, Istanbul  
2003 Tulane University, Dartmouth College, McGill University,  
Tilburg University, Duke University  
2002 University of Texas, Austin, Erasmus University, University of Groningen  
2001 University of Texas at Dallas, Simon Fraser University,  
Tilburg University

2000 AMA Advanced Research Forum, Monterey, University of Western Ontario  
1999 University of California, Riverside, University of Southern California,  
Georgetown University, UCLA Anderson Faculty Lecture Series  
1998 Humboldt University, Berlin, Northwestern University  
1997 University of Cambridge, University of Washington Marketing Camp  
1996 University of California, Berkeley, University of Budapest,  
Marketing Science Institute (1996-present)  
1995 University of Texas, Austin, University of California, Irvine,  
Universitat Mainz  
1994 Catholic University of Leuven, University of Iowa,  
Hong Kong University of Science & Technology  
1991 INSEAD, Catholic University of Leuven Law School  
1990 Catholic University of Leuven, Washington University, St. Louis,  
University of Florida, AMA Doctoral Consortium  
1989 Georgetown University, Columbia University Marketing Camp  
1987 Columbia University  
1986 University of Houston  
1985 Carnegie-Mellon University  
1984 Washington State University, HEC Paris, Universidad de Zaragoza,  
Universiteit Antwerpen, Universite de Mons, Universiteit Gent,  
Universitat Bielefeld  
1983 UCLA Economics Department  
1982 University of Texas at Dallas, University of Washington  
1981 Stanford University, Harvard University

\* denote plenary lectures at conferences hosted by or at the university

## **Consulting**

airlines: Air France  
automotive: Ford, Mercedes, Lexus  
consumer products: General Mills, Mars, Mattel Toys, Nestle, Coca-Cola  
entertainment: Sony, Electronic Arts, Xbox, Disney, NBC, Vivendi  
financial services: Home Savings, Wells Fargo, Wachovia, Schwab, CitiCorp, Fidelity  
health care: Amgen, Johnson & Johnson, Safeguard Health, GlaxoSmithKline, KeraVision  
information services: Catalina Marketing, TRW, TNS, MSN, Google  
insurance: Progressive, Zurich  
law firms: expert witness list available upon request  
marketing analytics: LiftLab, LivePerson  
public sector: US Navy Recruiting Command  
retailing: Ralphs, Wickes, Gelson's, Build-a-Bear, Albertsons  
technology: Hewlett Packard, Hughes, Xerox, Dell, Microsoft, CDW, Motorola, Intel  
telecommunications: British Columbia Telecom, British Telecom, General Telephone

## Honors and Awards

2016 Wroe Alderson Award, Wharton School, University of Pennsylvania  
2015 Buck Weaver Award for Lifetime Contribution to Marketing Theory & Practice, ISMS  
2013 V. Mahajan Award for Career Contributions to Marketing Strategy Research, AMA  
2010 Fellow, INFORMS Society for Marketing Science  
2010 MSI/H. Paul Root Best Paper Award, *Journal of Marketing*  
2007 Gilbert A. Churchill Lifetime Achievement Award, AMA  
2007 William O'Dell Best Paper Award, *Journal of Marketing Research*  
2006 Robert D. Buzzell Best Paper Award, *Marketing Science Institute*  
2003 Neidorf "Decade" Teaching Award, UCLA Anderson School of Management  
2003 Teaching Excellence Award, UCLA Executive MBA Program  
2002 Frank M. Bass Outstanding Dissertation Award, *Marketing Science*  
2001 John D.C. Little Best Paper Award, *Marketing Science*  
2001 European Marketing Academy Best Paper Award  
1999 Paul E. Green Best Paper Award, *Journal of Marketing Research*  
1997 Teaching Excellence Award, UCLA Executive MBA Program  
1995 John D.C. Little Best Paper Award, *Marketing Science*  
1996 EMAC Doctoral Consortium Faculty Member  
1990 AMA Doctoral Consortium Faculty member, 1990-present  
1988 Teaching Excellence Award, UCLA Executive MBA Program  
1983 Outstanding Reviewer Award, *Marketing Science*  
1981 George Robbins Distinguished Teaching Award, UCLA School of Management  
1981 Career Development Award, UCLA  
1977 Member Beta Gamma Sigma (National Business Honor Society), 1977-present  
1977 Purdue University representative, Albert Haring Annual Symposium  
1976 Fellow, C.I.M., Brussels, Belgium (doctoral dissertation fellowship)  
1975 Outstanding Teacher's Award, Purdue University

## Media

Various interviews on management topics for Wall Street Journal, New York Times, Los Angeles Times, Fortune, Los Angeles Business Journal, ABC World News, NPR and other media.

Revised, December 2020